



How to Create a BlueJeans Meeting/Visit

Implementing telehealth/video visits into
practice

Contents

- Step by step guide to setting up BlueJeans
- Telehealth in the therapy setting
- Special considerations/Telehealth in practice

- BlueJeans is available to all Michigan Medicine staff and is easy to log into from your work laptop or to call into from any phone. No administrative rights are needed. Please allow some time for it to download if you have not used BlueJeans before.
- If you have not used BlueJeans in a long time, when you open it again it may need some additional time to update.

Note: Individuals do not need to be university faculty, staff, or sponsored affiliates to attend BlueJeans meetings.

1. Navigate to the **University of Michigan BlueJeans login** page at <https://umich.bluejeans.com/>.

2. Click **Login**.

3. You will be directed to the **University of Michigan Weblogin** page.

4. Enter your **Username** in the **Login ID** field.

5. Enter your **Kerberos Password** in the **Password** field.

6. You will be prompted to verify your university information.

7. Select either the **Ask me again at next login** or **Ask me again if information changes** radio button.

8. Click **Confirm**.

9. You will be directed to the **BlueJeans Home** page. From here you are able to schedule, attend, or start an instant meeting. You are also able to adjust your BlueJeans settings.

- **You can also download BlueJeans onto your personal smart phone or device. This does not require you to sign up for Air Watch. Simply go to any app store to find.**
- **If your work laptop is not equipped with a microphone or camera, and you would like to have a video visit, you will want to download the app on your mobile device. Calling from any phone is also sufficient.**

1. From your work computer, log in to Bluejeans using the link <https://umich.bluejeans.com/scheduling/>
2. Log in with your **unique name** and **Level-1** password

Log in

To log in using your organization's authentication system, please click the Log in button below.

[Forgot your password?](#)



Click on **Schedule meeting** located on the left side

The screenshot displays the BlueJeans web interface. The top navigation bar is blue with the 'BlueJeans' logo on the left and links for 'MEETINGS', 'RECORDINGS', and 'VIDEOS' in the center. On the right of the header, there is a help icon, a user profile icon labeled 'AB', and a calendar icon showing '31'. Below the header, the left sidebar contains three prominent blue buttons: 'SCHEDULE MEETING', 'JOIN A MEETING', and 'START MY MEETING'. Below these are links for 'COPY URL' and 'MORE INFO', and a 'TEST VIDEO SETUP' button with a camera icon. The main content area is titled 'Today' and features a meeting card for 'A.Bell Televisit' scheduled for '12:15 pm - 1:15 pm'. The card displays the 'Meeting ID' as '533 724 255' and the 'Moderator Passcode' as '8901'. The 'Meeting URL' is 'https://bluejeans.com/533724255'. Below the URL, there are icons for participants 'MM' and a plus sign. At the bottom of the card are three buttons: 'START MEETING' (blue), 'EDIT' (pencil icon), and 'CANCEL' (trash icon). Below the first card, a second card for 'CHC Telehealth Team Meeting' is partially visible. On the right side of the interface, there are icons for downloading apps (Apple, Android) and a link to 'Download more apps and plugins'. At the bottom of the page, the footer includes copyright information '©2020 BlueJeans Network, Inc. All rights reserved.', links for 'About Us', 'News', 'Terms', and 'Policy', a 'Help Center' link with the phone number '+1 (408) 791 2830', and a blue chat bubble icon in the bottom right corner.

BlueJeans

MEETINGS RECORDINGS VIDEOS

AB

Today

SCHEDULE MEETING

JOIN A MEETING

START MY MEETING

COPY URL | MORE INFO

TEST VIDEO SETUP

A.Bell Televisit

12:15 pm - 1:15 pm

Meeting ID: 533 724 255

Moderator Passcode: 8901

Meeting URL: https://bluejeans.com/533724255

MM +

START MEETING EDIT CANCEL

CHC Telehealth Team Meeting

AB

Download more apps and plugins

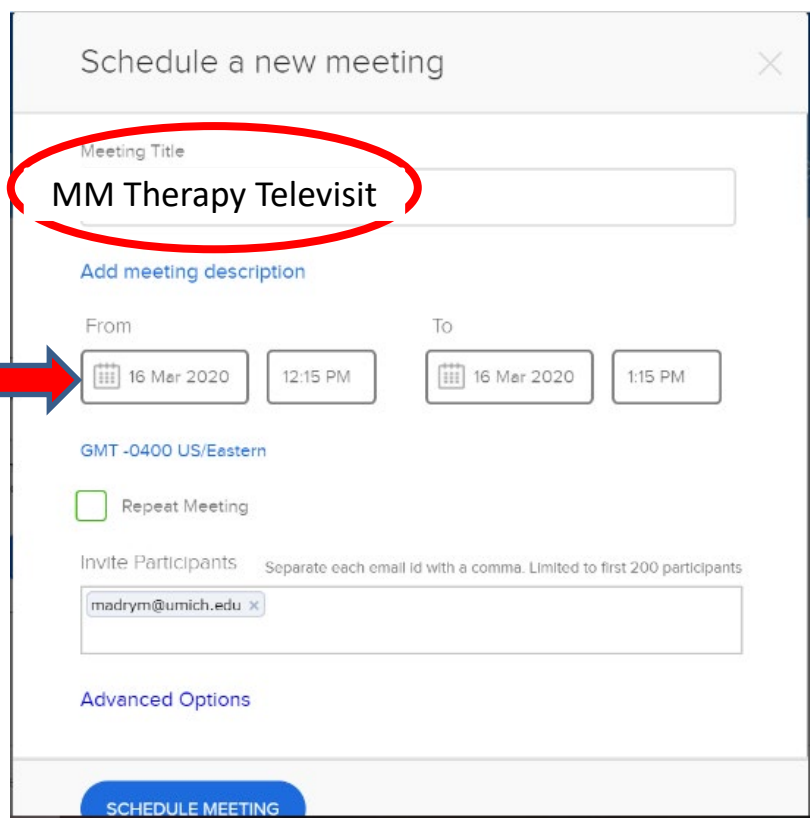
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About Us News Terms Policy

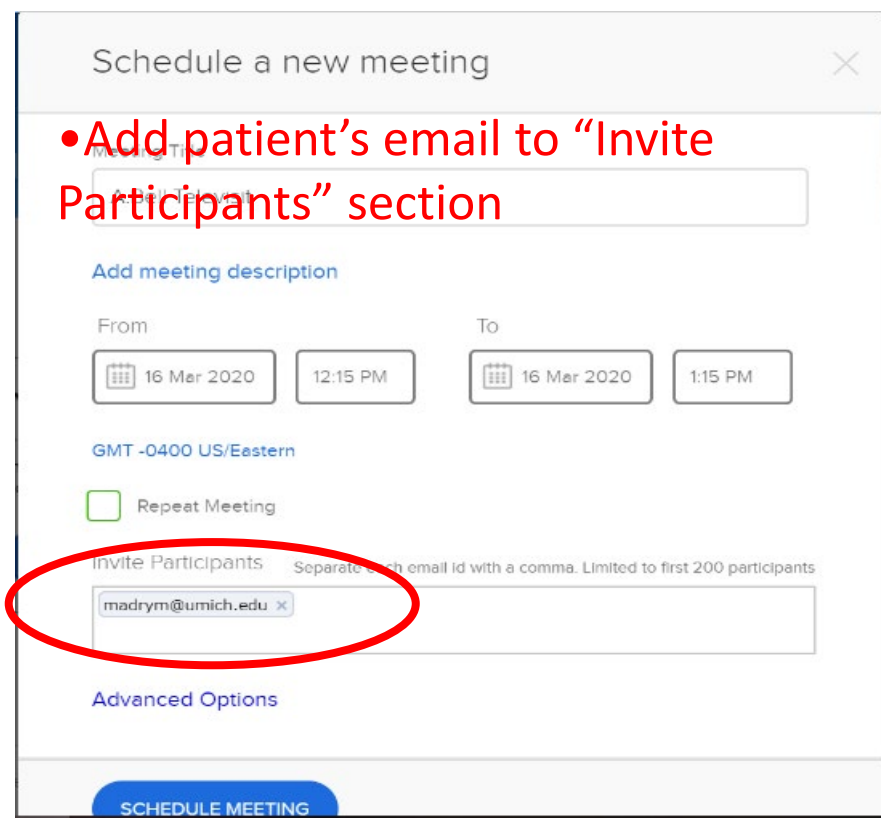
Help Center +1 (408) 791 2830

- Type the title visit and set date/time
- Use “MM Therapy Televisit” so the patient is clear on what the invite is for.

Although Blue Jeans is HIPAA compliant and secure, you will want to keep this part de-identified because you may want to use it in your Outlook calendar. You will also have this visit scheduled in Mi Chart with patient name etc.

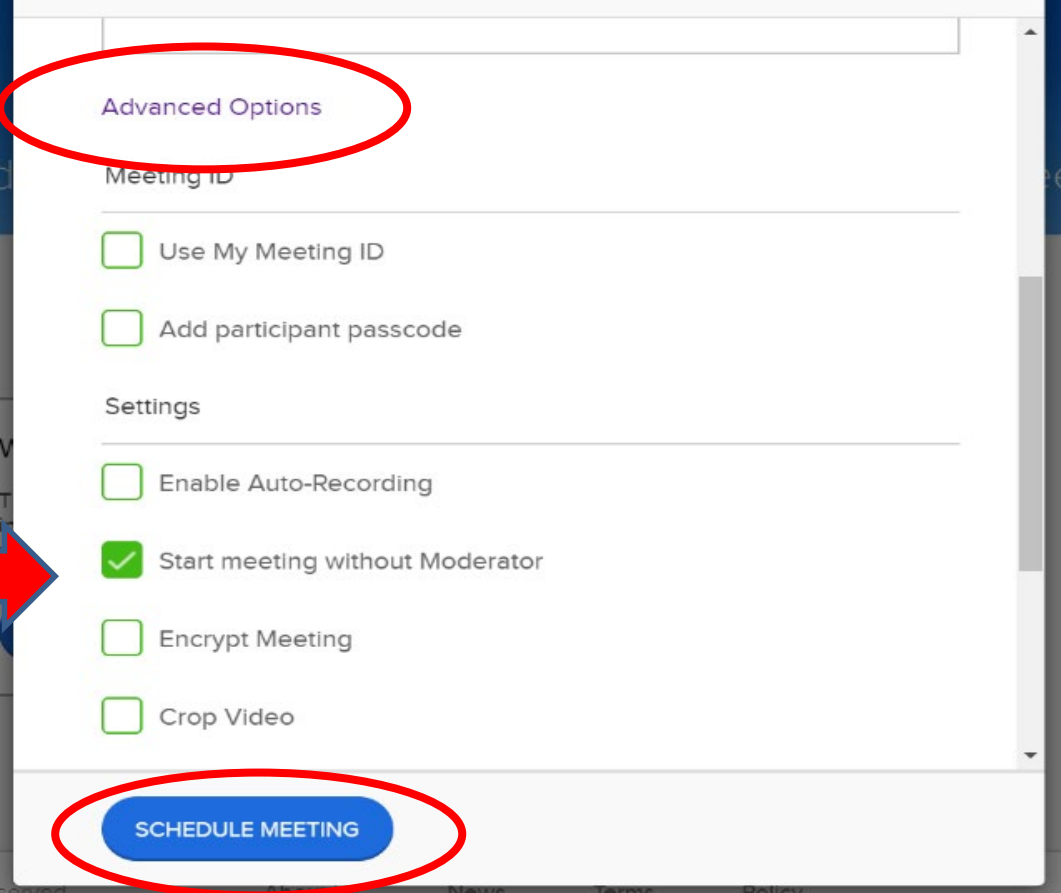


The screenshot shows the 'Schedule a new meeting' form. The 'Meeting Title' field is circled in red and contains the text 'MM Therapy Televisit'. A red arrow points to the 'From' date and time selection area, which shows '16 Mar 2020' at '12:15 PM'. The 'To' date and time selection area shows '16 Mar 2020' at '1:15 PM'. The time zone is set to 'GMT -0400 US/Eastern'. There is an unchecked checkbox for 'Repeat Meeting'. The 'Invite Participants' field contains the email address 'madrym@umich.edu'. At the bottom, there is a blue button labeled 'SCHEDULE MEETING'.



The screenshot shows the 'Schedule a new meeting' form. The 'Invite Participants' field is circled in red and contains the email address 'madrym@umich.edu'. The 'Meeting Title' field contains the text 'MM Therapy Televisit'. The 'From' date and time selection area shows '16 Mar 2020' at '12:15 PM'. The 'To' date and time selection area shows '16 Mar 2020' at '1:15 PM'. The time zone is set to 'GMT -0400 US/Eastern'. There is an unchecked checkbox for 'Repeat Meeting'. At the bottom, there is a blue button labeled 'SCHEDULE MEETING'.

Click on **Advanced options** and select **Start meeting without Moderator**



The screenshot shows the 'Advanced Options' section of the Zoom meeting scheduling interface. A red oval highlights the 'Advanced Options' header. Below it, the 'Meeting ID' section contains two unchecked checkboxes: 'Use My Meeting ID' and 'Add participant passcode'. The 'Settings' section contains four checkboxes: 'Enable Auto-Recording' (unchecked), 'Start meeting without Moderator' (checked with a green checkmark), 'Encrypt Meeting' (unchecked), and 'Crop Video' (unchecked). A large red arrow points to the 'Start meeting without Moderator' checkbox. At the bottom, a blue 'SCHEDULE MEETING' button is highlighted with a red oval.

Advanced Options

Meeting ID

- ☐ Use My Meeting ID
- ☐ Add participant passcode

Settings

- ☐ Enable Auto-Recording
- ☒ Start meeting without Moderator
- ☐ Encrypt Meeting
- ☐ Crop Video

SCHEDULE MEETING

You will receive an email of the invitation and it will show up on your Outlook calendar after a few minutes

To join the meeting on a computer or mobile phone: <https://bluejeans.com/496608854/9666?src=calendarLink>

One Touch Dial-in:
+1.312.216.0325,,,496608854#
Passcode: 9666

Connecting directly from a room system?

- 1.) Dial:
 - 3-1841 (Registered with U-M Video Cluster)
 - 199.48.152.152 or bjn.vc
- 2.) Enter the Meeting ID: 496608854 or use the pairing code
- 3.) Enter the Passcode: 9666

Just want to dial in?

- 1.) Dial:
1.408.614.7898 (US or Canada only)

+1.312.216.0325

International Callers (<http://bluejeans.com/numbers>)

- 2.) Enter the Meeting ID: 496608854
- 3.) Enter the Passcode: 9666

Want to test your video connection?
<https://bluejeans.com/111>

To make your bluejeans call follow the instructions on the email:

Click on the link for a video visit - OR -

For a telephone visit, Dial the **phone number** provided and you will be prompted to enter the **meeting ID** and **passcode**

You will then be able to start the meeting!

Your BlueJeans home screen will show you your scheduled visits. When it is time to start the treatment, click the “Start My Meeting” button on the left of the screen. Once the conference is open, click join meeting now.

The screenshot displays the BlueJeans Network Meetings web interface. The browser's address bar shows the URL `umich.bluejeans.com/scheduling/`. The page features a blue header with the BlueJeans logo and navigation tabs for MEETINGS, RECORDINGS, and VIDEOS. A user profile icon labeled 'KW' is in the top right. A large blue banner greets the user: "Good afternoon, Kaitlin. Your next meeting is scheduled at 4:00pm". On the left, there are three main buttons: "SCHEDULE MEETING" (dark blue), "JOIN A MEETING" (light blue), and "START MY MEETING" (light blue). Below these are links for "COPY URL" and "MORE INFO", and a "TEST VIDEO SETUP" button with a camera icon. The main content area, titled "Today", shows a scheduled "Video Conference" by user 'KW' from 4:00 pm to 5:00 pm. On the right, there are icons for downloading apps (Apple, Android, Windows) and a calendar icon showing the date 31. The footer contains copyright information for 2020, links to "About Us", "News", "Terms", and "Policy", a "Help Center" with the phone number +1 (408) 791 2830, and a floating chat bubble icon.

BlueJeans Network | Meetings

umich.bluejeans.com/scheduling/

BlueJeans

MEETINGS RECORDINGS VIDEOS

Good afternoon, Kaitlin. Your next meeting is scheduled at 4:00pm

SCHEDULE MEETING

JOIN A MEETING

START MY MEETING

COPY URL | MORE INFO

TEST VIDEO SETUP

Today

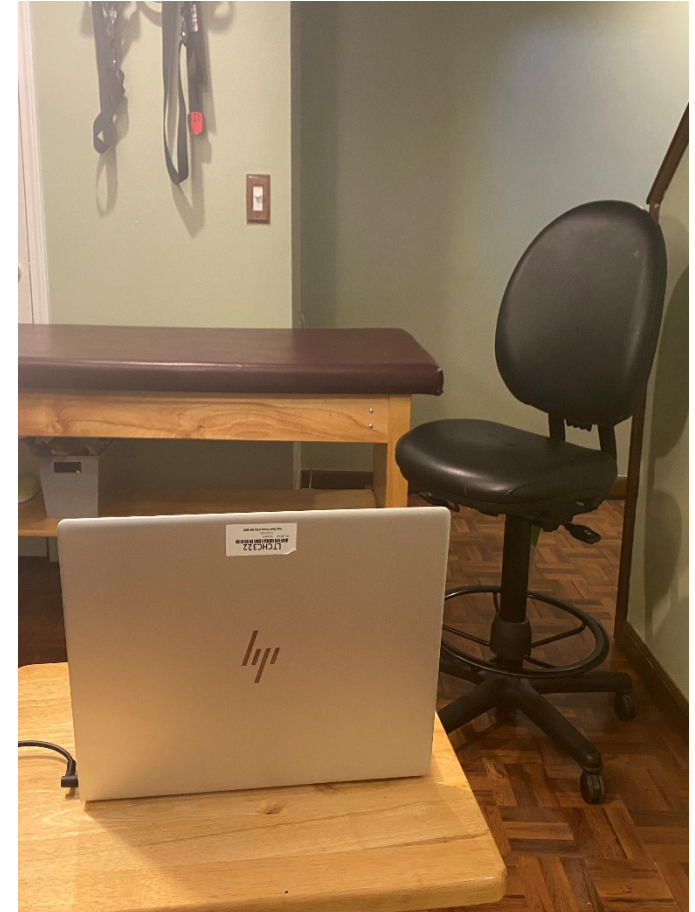
KW Video Conference
4:00 pm - 5:00 pm

Download more apps and plugins

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CLINICIAN SET UP

- Find a quiet and HIPAA compliant place in your home to conduct your session such as an office or room with a door.
- Set up laptop with a clear background or open space as needed
- Have good lighting
- Make sure you have an updated internet browser such as Chrome or Firefox and a strong internet connection at least 25 Mb/s.
- It is best to stream in the same room or above your router unless you have Wi-Fi capability in the basement.



INSTRUCTING THE PATIENT

On how to use BlueJeans

Patient Instructions – set up

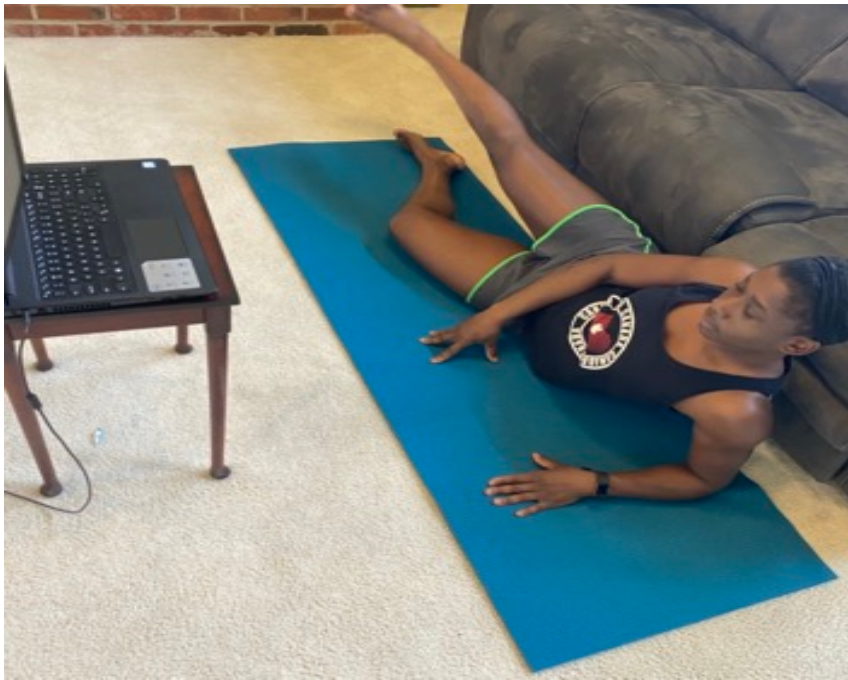
- Choose a space for your video visit. It should be:
- Safe
- Comfortable (including clothing)
- Private
- Well-lit
- Make sure you have an updated internet browser such as Chrome or firefox and a strong internet connection at least 25 mb/s.
- It is best to stream in the same room or above your router unless you have wi-fi capability in the basement.
- Located in the State of Michigan (due to state law and regulations)

Setting Up Your Station

Find an area that allows for visualization of your positioning by the physical therapist with the computer placed appropriately



Set-up should also include available space to perform exercises while allowing the physical therapist to assess proper performance as shown in the examples below.

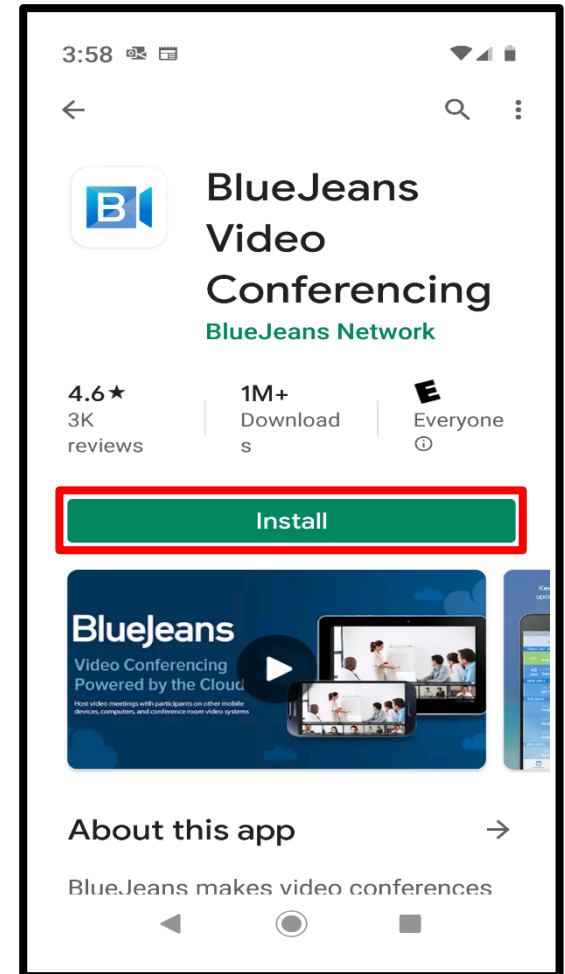


Set-up should also allow to you see the therapist during exercises to follow demonstrations provided as needed.



Patients can join a meeting from any phone (cell or landline) for a telephone visit.

- Patients can also download the Bluejeans app on their mobile device if they would like to have a video visit.
- These are the 2 recommended methods for patients.
- If a patient would like to join via their personal computer/laptop, please make them aware that they may need additional time for the app to run and connect. In this scenario you should instruct them to join the meeting 30 minutes prior to the designated appointment time.



The patient will receive an email with **instructions** on how to join the meeting

✓ Accept ▼ ? Tentative ▼ ✗ Decline ▼ 📧 Propose New Time ▼ 📅 Calendar...



guttmana@umich.edu

madrym@umich.edu

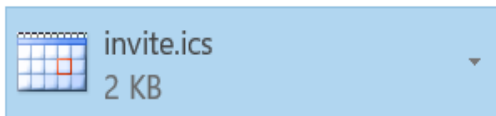
A. Bell Televisit

i Please respond.

This meeting has been adjusted to reflect your current time zone. It was initially created in the following time zone: America/New_York.

This appointment conflicts with another one on your calendar.

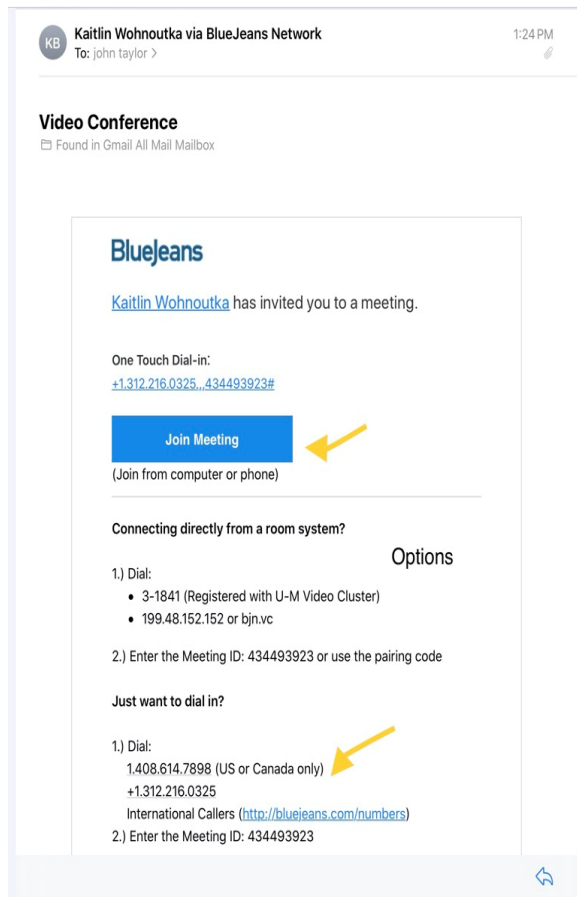
Attached



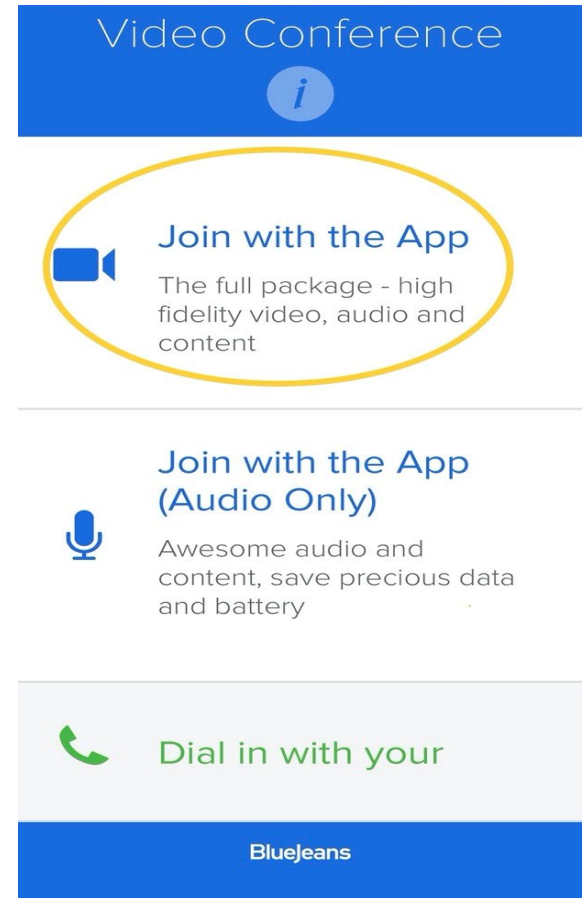
When Monday, March 16, 2020 12:15 PM-1:15 PM

Location <https://bluejeans.com/533724255?src=calendarLink>

Steps to Join the Meeting

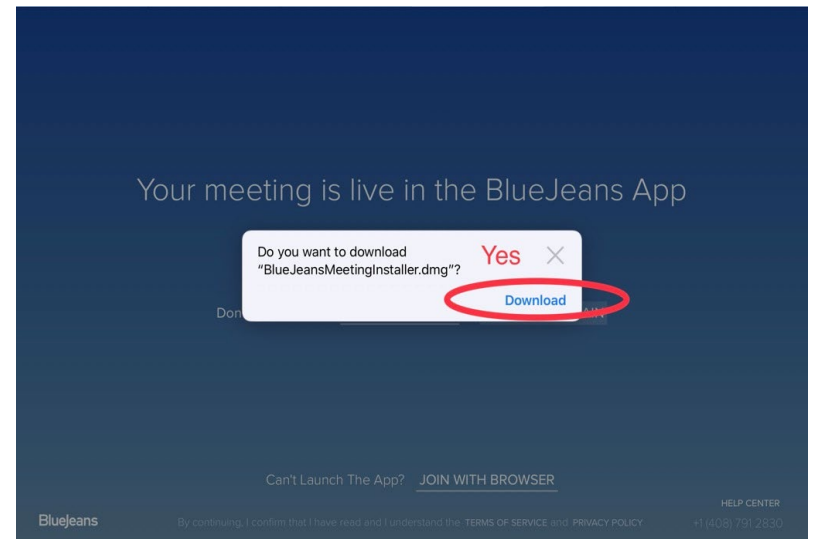
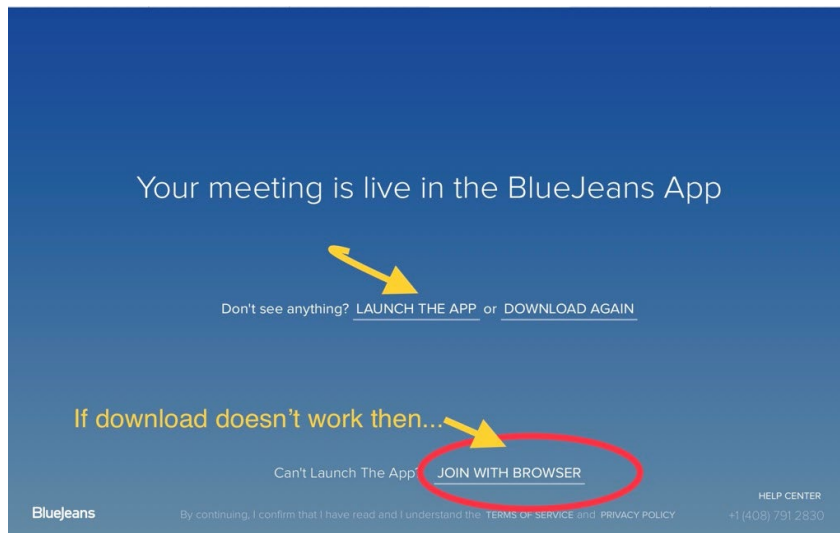


Once you have clicked "Join Meeting" you will be presented with the option to join for video conferencing via the app.

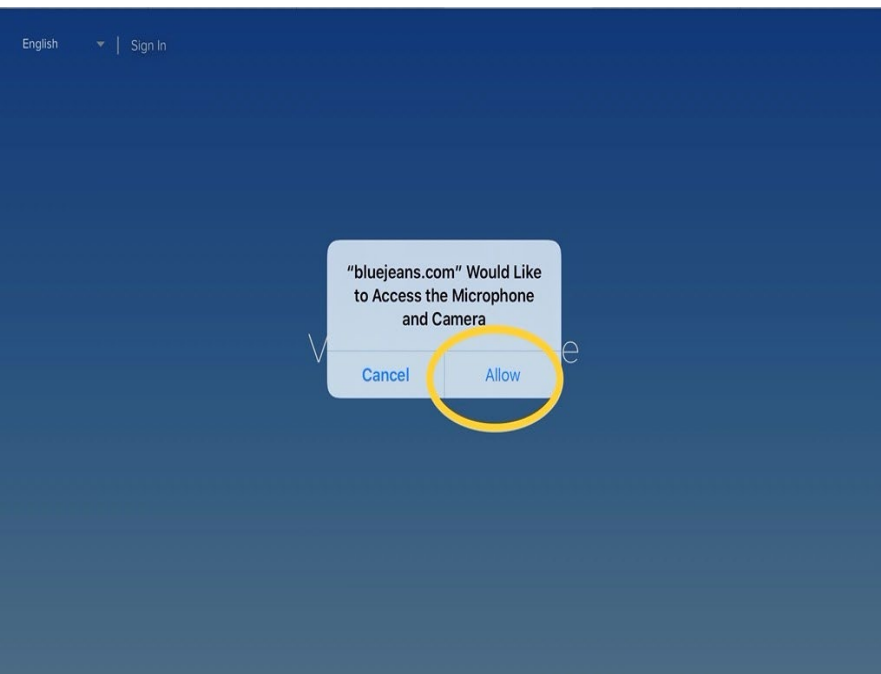


Once you have joined, you will be directed to either launch the app if you have it downloaded, or proceed with downloading the app.

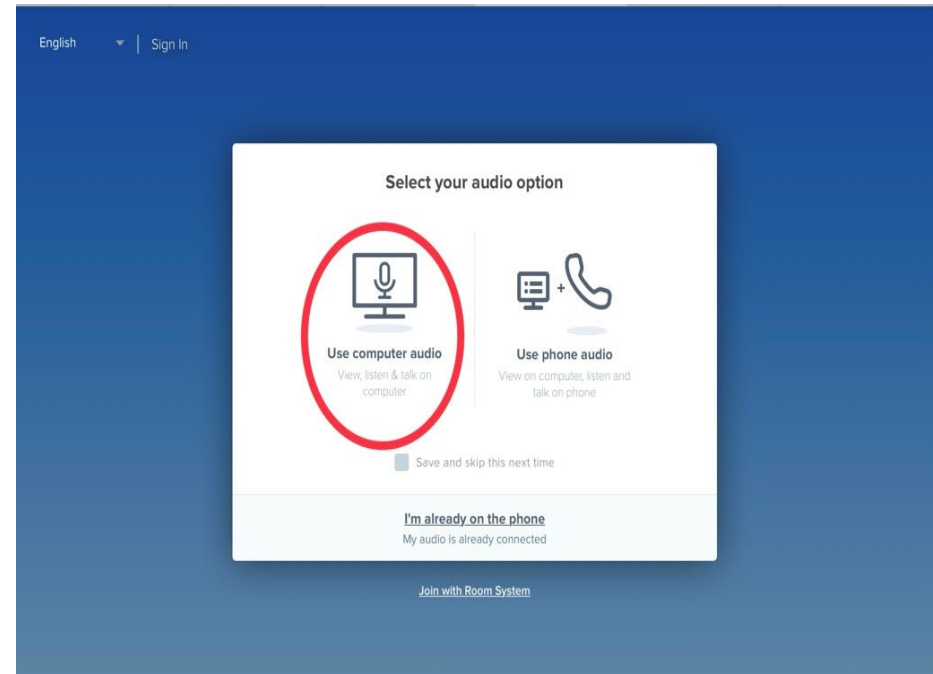
If you need to download the app, you will see this screen and need to proceed with the download process.



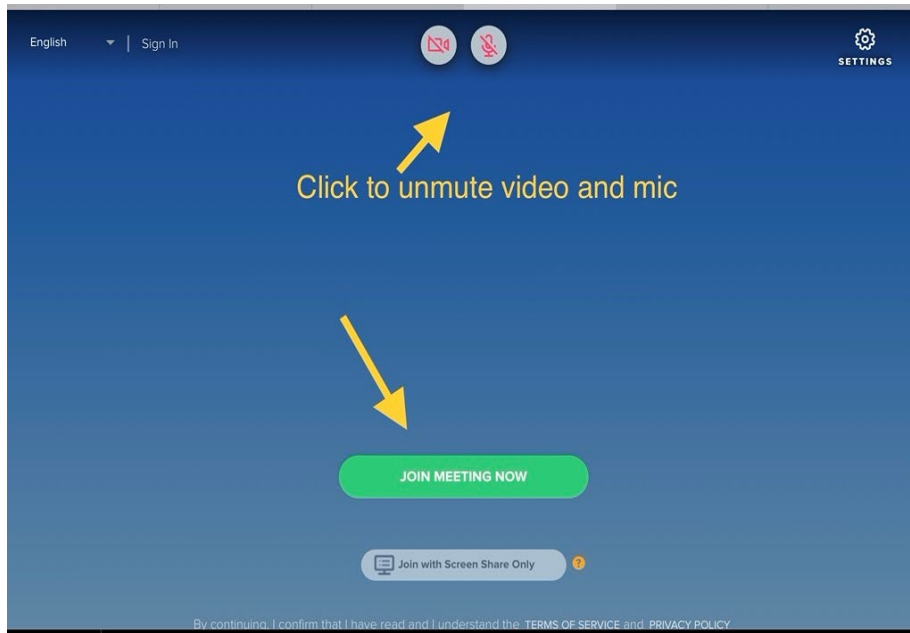
Once the app has opened, you will need to allow BlueJeans access for video and microphone.



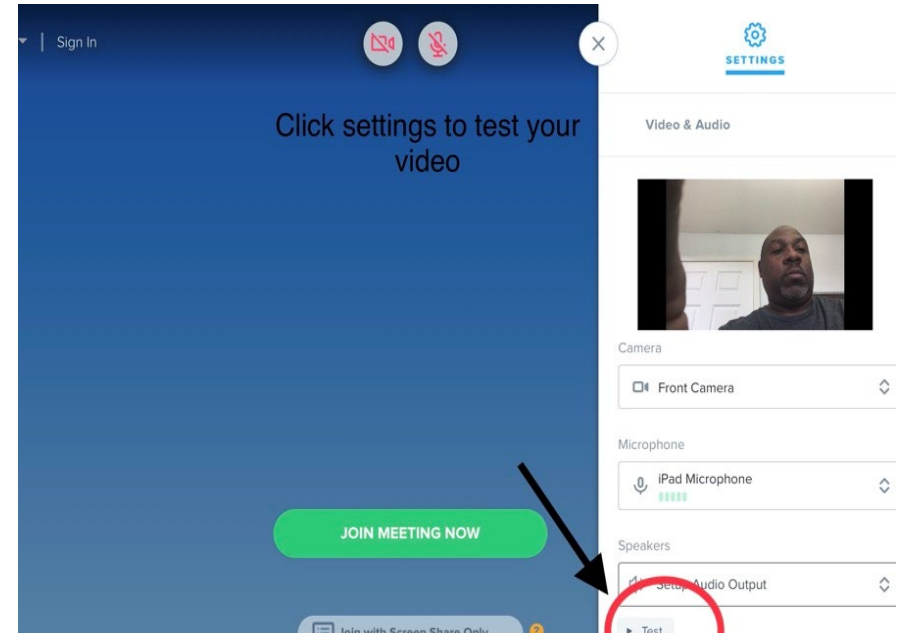
Finally you need to choose to use your computer to allow the video conference to begin.



Before you join the meeting, make sure you unmute the video and mic to allow the PT to see and hear you. Then join the meeting.



In the right-hand corner, you can click the setting button to test the video set-up to ensure video and voice is working properly.



Proceed with therapy treatment with positioning of the computer in front of you to allow visualization of the PT as well as yourself as shown below.



TELEHEALTH IN THE THERAPY SETTING

What do clinicians need to know.

WHAT IS TELEHEALTH

- “**Telehealth**” means the use of electronic information and telecommunication technologies to support or promote long-distance clinical health care, patient and professional health-related education, public health, or health administration. Telehealth may include, but is not limited to, telemedicine. As used in this subdivision, “telemedicine” means that term as defined in section 3476 of the insurance code of 1956, 1956 PA 218, MCL 500.3476.

E-visit

- E-visits are "non face-to-face patient-initiated digital communications that require a clinical decision that otherwise typically would have been provided in the office. "The code descriptors for the HCPCS codes related to e-visits indicate that the codes are intended to cover short-term (up to seven days) assessments and management activities that are conducted online or via some other digital platform and include any associated clinical decision-making.
- **An E-Visit is NOT the same as a Telehealth visit**

Documentation: Dot phrases

- Daily: .mertelehealthdailynote
- Progress: .mertelehealthprogressnote
- CONSENT: .THERAPYTELEHEALTHCONSENT (add below visit#)

Clinician read the following to the patient: "You will be participating in a telehealth video visit. The limitations of a telehealth visit include the possibility of not being able to identify conditions found during a complete physical exam. There may also be technical difficulties like a lost connection or interruption. Do you have any questions or concerns?"

**Patient provided verbal consent to telehealth visit: {YES
NO:27651}**

Clinician location: state of Michigan (HIPPA compliance maintained
- {YES NO:27651})

Patient location: state of Michigan

TELEHEALTH IN THE THERAPY SETTING

“WHY?”

- The real question is WHY NOT?
 - As a physical therapist our skill is in the knowledge we have of the human body, not what we do with our hands.
 - Patients are looking for guidance and understanding on their body/condition, they want to function in their environment without symptoms and with ease.
 - Telehealth is a fantastic way to help guide them & put the power back in their hands
 - Spoiler alert: our hands are not magic & the clinic is not magic... your KNOWLEDGE is the magic!
- Patient recovery is 70% their lifestyle, 20% genetics/outside influences & **10% what we do**

TELEHEALTH IN THE THERAPY SETTING

“WHY?”

- In physical therapy, our patients/clients are asking for more time-efficient and less costly care models. Their busy lifestyles also can make it difficult for them to attend traditional appointments.
- Applications of telehealth in physical therapy already have roots that expand throughout patient/client care and consultation, as it allows PTs to better communicate with patients/clients and provide more flexible care. Telehealth will not replace traditional clinical care. However, it will give PTs and PTAs the flexibility to provide services in a greater capacity. Examples:
 - Patients typically in clinical or hospital settings could be managed from their homes
 - Quicker screening, assessment, and referrals can improve care coordination within collaborative delivery models such as accountable care organizations or patient-centered medical homes
 - Telehealth can facilitate consultation between providers or in clinical education ~www.apta.org March 2020

OVERCOMING **OUR** THERAPY BIASES

- Overcoming your manual/clinical skill biases may be the biggest hurdle in stepping into telehealth.
- You are learning a new clinical skill
 - Think about patients who did not respond well to manual therapy or hands-on skills were contraindicated... what did you do? How were you able to facilitate that patients healing/recovery?
 - Remember we get 10% of recovery to influence, use it wisely!
- Ask a lot of questions & give the patient a lot of room to speak
 - Use “How...” and “What...” questions
 - Empower THEM to tell you what they want to work on
 - Ask them to take you into their world/environment and problem solve with them to reach their goals

EMPOWERING YOUR PATIENT TO TELEHEALTH

- Start with a Check In
 - How are you doing?
 - Start with a connection, genuine interest in how they are navigating life right now
 - Continue to show up for them/check in so they feel comfortable reaching out
- Share Stories ... people connect through stories
 - Tell them HOW a telehealth visit may look, how you can help them achieve their goals
 - Share a story about a positive telehealth experience
- Make it about their WHY
 - “we can work on these things _____ that will help you reach the goals you told me were important to you.... These exercises are things I thought we would work on at some point in your treatment so why not now?”

A TELEHEALTH SESSION – what it may look like

- Practice Motivational Interviewing and Coaching skills to empower and encourage your patient to be an active participant in their recovery
 - You may have them perform exercises that you would get to “eventually” in their treatment plan but adjust/shift & empower them to try them today
- Start with “How would you like to start”
 - Shifts the focus off your skills/hands and onto their goals
 - Can ask some reflection questions:
 - What were things that went well since last visit?
 - What were things that felt like hiccups since last visit?
 - What are things that you would like to work on today?
- End reflecting/reviewing the session
 - Give them things to think about
 - Ask them to write down responses to above reflection for next weeks visit to help guide the next session

YOU WANT TO KNOW WHAT THE
BIGGEST CHANGE YOU MIGHT
NEED TO MAKE IF *WHEN* YOU
GO TO ONLINE ONLY CONSULTS?

YOU ARE NOT THEIR SAVIOUR,
HEALER, FIXER, BODY MECHANIC,
OR THE PROVIDER OF HEALING
THROUGH MAGIC HANDS.

YOU ARE THEIR FACILITATOR.

UNDERSTAND THAT AND YOU'LL
BE JUST FINE!

Special Considerations

Post-op requiring hands-on support for shoulder ROM

- The patient will need a family member to assist them with mobility
- Set-up needs to allow PT to visualize the assistant and patient, as well as allow the assistant to see the PT for instruction
- Clear instructions on hand placement
- Describe what the assistant should feel
- Educate them on watching the patient for their response
- Provide cues on speed/range with which to perform based on irritability



Special Considerations

Post-op requiring hands-on support for knee ROM

- The patient will need a family member to assist them with mobility
- Set-up needs to allow PT to visualize the assistant and patient, as well as allow the assistant to see the PT for instruction
- Clear instructions on hand placement
- Describe what the assistant should feel
- Educate them on watching the patient for their response
- Provide cues on speed/range with which to perform based on irritability



Special Considerations

COVID-19: How can we help

- Implementing Telehealth with recently discharged patients with COVID-19 (or possibly isolated inpatient PUI) will assist in recovery as well as be in alignment with government and CDC guidelines including:
 - Social distancing practices
 - Reducing the spread of the virus
 - Limiting exposure
 - Providing much needed general strengthening, cardiopulmonary physical and occupational therapy to compromised patients.

Special Considerations COVID-19

Physiotherapy Management for COVID-19 in the Acute
Hospital Setting: Recommendations to guide clinical
practice Version 1.0 23 March 2020

Open access:

<https://www.journals.elsevier.com/journal-of-physiotherapy>

The Australian-based recommendations, endorsed by APTA, the APTA Cardiovascular and Pulmonary Section, and the APTA Academy of Acute Care Physical Therapy, emphasize proper PT training, careful patient screening, and the use of PPE.

Research on Telehealth

The Role of Virtual Rehabilitation in Total and Unicompartmental Knee Arthroplasty [*J Knee Surg.* 2019 Jan;32(1):105–110.]

Conclusion: Virtual rehabilitation is effective for certain patients and enables on-demand rehabilitation, offers cost savings, allows for coordination of care, and may improve adherence and patient satisfaction.

Telerehabilitation Booster Sessions and Remote Patient Monitoring in the Management of Chronic Low Back Pain: A Case Series [*Physiother Theory Pract.* 2018;34(5):393–402.]

Conclusion: Patients with chronic low back pain may benefit from the use of telerehabilitation booster sessions and remote patient monitoring in long-term management of their condition.

Telehealth Implementation in a Skilled Nursing Facility: Case Report for Physical Therapist Practice in Washington [*PTJ.* 2016;96(2):252–259.]

Conclusion: Telehealth implementation in a skilled nursing facility for the purpose of physical therapy reevaluation is a feasible alternative to in-person encounters.

Effects of Physical Therapy Delivery Via Home Video Telerehabilitation on Functional and Health-Related Quality of Life Outcomes [*J Rehabil Res Dev.* 2015;52(3):361–370.]

Conclusion: This study of the Rural Veterans TeleRehabilitation Initiative (RVTRI) found that home-based telerehabilitation significantly improved functional independence, cognition, and patient satisfaction.

Effectiveness, Usability, and Cost-Benefit of a Virtual Reality-Based Telerehabilitation Program for Balance Recovery After Stroke: A Randomized Controlled Trial [*Arch Phys Med Rehabil.* 2015;96(3):418–425.e2.]

Conclusion: Virtual reality-based telerehabilitation interventions were as effective as in-person rehab at helping patients recover balance skills after stroke at less cost.

Case Studies in Physical Therapy: Transitioning a “Hands-On” Approach Into a Virtual Platform [*Int J Telerehabil.* 2018;10(1):37–50.]

Conclusion: Patients who were assessed and treated for musculoskeletal disorders by a physical therapist via live, secure video reported improvements in movement and function in less than 4 visits and maintained this reduction after 3 months.

Recommended Resources

- [**HIPAA and Telehealth**](#) – 02/26/2018
A free APTA Learning Center webinar that discusses what physical therapists need to know to ensure compliance with regulations established by HIPAA and the APTA Code of Ethics when using telehealth and mobile health technology. This webinar is not intended to cover every legal, ethical, or practice consideration.
- [**HPA the Catalyst Technology Special Interest Group**](#)
Provides a forum for Health Policy & Administration members with a common interest in technology.
- [**Telehealth Ethics, Best Practice, and the Law: What You Need to Know**](#) – 08/28/19
Blog highlighting ethics, best practice, and law considerations for practicing Telehealth.
- [**Telehealth and Physical Therapy: Merging of Practice and Technology in the New Frontier**](#) – 08/28/2017
Purchase this course to learn what you need to know in order to implement telehealth into your practice. This course is co-sponsored by HPA the Catalyst.
- [**APTA Position Paper on CONNECT for Health Act \(.pdf\)**](#)
APTA supports the Creating Opportunities Now for Necessary and Effective Care Technologies (CONNECT) for Health Act of 2019 (H.R. 4932/S. 2741), legislation that would expand the use of telehealth services and ease restrictions on telehealth coverage under the Medicare program.

Recommended Resources

- [APTA House of Delegates Position on Telehealth \(.pdf\)](#)
- [American Telemedicine Association](#)
- [American Telemedicine Association: Telerehabilitation Special Interest Group](#)
- [American Occupational Therapy Association Position Paper: Telerehabilitation](#)
- [American Speech-Language-Hearing Association: Telepractice Overview](#)
- [The Role of Occupational Therapy: Providing care in a pandemic:
https://www.aota.org/Advocacy-Policy/Federal-Reg-
Affairs/News/2020/OT-Pandemic.aspx](#)

Acknowledgements

Kaitlin Wohnoutka, PT DPT

Allison Bell, PT DPT

Natasha Taylor PT, MS OCS